

Hdi Support Center Analyst Study Guide

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HDI Support Center Analyst (HDISCA) training focuses on support center strategies for effective customer service, emphasizing problem-solving and trouble-shooting skills, contact handling procedures, incident management, communication skills, and an introduction to service management process. Training

Support Center Analyst Training Course - HDI

A role-based certification standard is aligned with the elements of the HDI Support Center Standard and all the HDI support center suite certifications align to the European Foundation for Quality Management (EFQM) framework, with modifications to meet the quality requirements of support centers.

HDI Support Center Analyst

The HDI Support Center Analyst certification exam is based on the HDI-SCA standard. The competencies for the certification were identified and approved by the HDI International Certification Standards Committee (ICSC), a group of industry experts and experienced practitioners from a number of organizations.

HDI Support Center Analyst

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Our Support Center Analyst Online Course is updated and refreshed with the latest in best practices, standards, and knowledge for the most valuable personnel – the front-line analyst!

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The number of questions representing each category is determined by a preset weighting rubric. If you have limited time to study for the exam, consider focusing your review on the categories that have the highest weight percentage. The HDI Support Center Analyst (HDI-SCA) certification exam is weighted as follows: Category Weighting % 1.0 Leadership 10%

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HDI Support Center Analyst (HDI-SCA) training focuses on help desk strategies for effective customer service, emphasizing problem-solving and trouble-shooting skills, call-handling procedures, incident management, communication skills, and an introduction to ITIL® processes. Comprise of. eLearning; Mock Exams; Exam Preperation Guide